Oracle® Banking Cash Management Troubleshooting Guide



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ORACLE

Oracle Banking Cash Management Troubleshooting Guide, Release 14.8.0.0.0

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Preface

- Purpose
- Audience
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- Critical Patches
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- Screenshot Disclaimer
- Acronyms and Abbreviations
- Prerequisites
- General Prevention
- Best Practices

Purpose

This guide provides the guidance to users for the issues within the application. It describes the various methods to figure out the error and then troubleshoot it.

Audience

This guide is intended for the software developers and software testers.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by Oracle Software Security Assurance.



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Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

The related documents are as follows:

- Oracle Banking Common Core User Guide
- Oracle Banking Getting Started User Guide
- Oracle Banking Security Management System User Guide
- Cashflow Forecasting User Guide
- Collections User Guide
- Netting User Guide
- Receivables and Payables User Guide

Conventions

The following text conventions are used in this document:

Convention	Meaning			
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.			
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.			
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.			

Screenshot Disclaimer

Information used in the interface or documents are dummy, it does not exist in real world, and its only for reference purpose.

Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this guide are as follows:

Table 1 Acronyms and Abbreviations

Abbreviation	Description			
SMS	Security Management System			
CMC	Common Core			
MOC	Mid office Common Core			
ELK	Elasticsearch Logstash Kibana			

Prerequisites

Prerequisites

The prerequisites are as follows:

- Basic understanding of Eventing platform
- Basic understanding application log analysis using tools
- Basic understanding DB changes

Pre-installed Softwares

The following softwares should be pre-installed:

- Zipkin
- Kafka
- ELK
- Any SQL Database like SQLDEVELOPER
- WinSCP

General Prevention

Do not make any changes to Flyway scripts manually.

Best Practices

The best practices are as follows:

- It is ideal to have ELK stack installed on a separate VM outside the product VMs to ensure the flow of logs in case of an app crash.
- Log levels can be adjusted to INFO and above to enable relevant logs to flow in.



1 Troubleshooting Technical Flows

This topic describes on the various programming issues, possible causes, and solutions to resolve the issues.

This topic contains the following subtopics:

- Where is the Problem This topic describes on the troubleshooting the problem in the distributed system.
- Preliminary Checks from UI This topic provides systematic instructions to launch the application and check for the basic errors.
- Troubleshooting Environmental Issues This topic describes on the troubleshooting environmental issues.

1.1 Where is the Problem

This topic describes on the troubleshooting the problem in the distributed system.

Troubleshooting the problem in the distributed system can be challenging, if not understood fully. Each product has UI application components and service side application components. Each side requires different troubleshooting techniques and various logs that can be used to corroborate the problem.

It is important to establish the area of the problem on the service side. It can be achieved by a complete understanding of UI and service side flows along with the data architecture of an application.



Figure 1-1 Distributed Flow Across Micro Services

1.2 Preliminary Checks from UI

This topic provides systematic instructions to launch the application and check for the basic errors.



- 1. Launch the application with delegated URL.
- 2. Press F12 key and select Inspect and See network.
- 3. Verify that all the call responses are successful.

🖟 📶 Elements Console Sources Network Performance	Memory Application	Security Lighthou	ise				S 144	A 12 🎗
🖲 🛇 🍸 🔍 🗌 Preserve log 🗌 Disable cache Online 🛛 🔻 ₫	<u>t</u>							
ilter 🗌 Hide data URLs 📶 XHR JS CSS Img M	edia Font Doc WS M	Manifest Other 🗌 Has	blocked cookies 🗌 Blo	ocked Requests				
1000 ms 2000 ms 3000 ms 4000 ms 5000 ms 600	0 ms 7000 ms	8000 ms 9000 ms	10000 ms 11000	1 ms 12000 ms	13000 ms 1400	0 ms 15000 ms	16000 ms 17000 ms	18000 ms
lame	Status	Туре	Initiator		Size	Time	Waterfall	
1401	200		Other		0 B	73 ms	1	
userpreferences?userId=AKASH&branchCode=000	200	xhr	jquery-3.4.1.min.js:2		647 B	82 ms	4	
1401	200	xhr	jquery-3.4.1.min.js:2		1.1 kB	150 ms	4	
1401	200		Other		0 B	64 ms	1	
1401	200	xhr	jquery-3.4.1.min.js:2		1.6 kB	89 ms	1	
ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-vp-telle	200		Other		0 B	63 ms	1	
ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-vp-telle	200	xhr	jquery-3.4.1.min.js:2		661 B	74 ms	1	
ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-cash	200		Other		0 B	68 ms	1	
ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-char	200		Other		0 B	65 ms	1	
ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-den	200		Other		0 B	64 ms	1	
ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-cash	200	xhr	jquery-3.4.1.min.js:2		661 B	84 ms	1	
] ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-char	200	xhr	jquery-3.4.1.min.js:2		748 B	234 ms	1	
] ui?userId=AKASH&branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-den	200	xhr	jquery-3.4.1.min.js:2		661 B	83 ms	1	
GBP	200		Other		0 B	90 ms	1	
CUSTOMER	200		Other		0 B	81 ms	1	
GBP	200	xhr	jquery-3.4.1.min.js:2		3.6 kB	102 ms	4	
CUSTOMER	200	xhr	jquery-3.4.1.min.js:2		820 B	273 ms	1	
userpreferences?userId=AKASH&branchCode=000	200	xhr	jquery-3.4.1.min.js:2		647 B	99 ms	1	
tiles?userId=AKASH&branchCode=000	200	xhr	jquery-3.4.1.min.js:2		4.0 kB	96 ms	1	
0000000010048	200		Other		0 B	66 ms		1
0000000010048	200	xhr	jquery-3.4.1.min.js:2		1.6 kB	119 ms		1
chargePickUp?txnAmount=100&txnCcy=GBP&accountBranchCode=000&fu	200		Other		0 B	64 ms		
c	200		Other		0 B	62 ms		
chargePickUp?txnAmount=100&txnCcy=GBP&accountBranchCode=000&fu	201	xhr	jquery-3.4.1.min.js:2		1.0 kB	109 ms		
c	200	xhr	jquery-3.4.1.min.js:2		2.7 kB	137 ms		

Figure 1-2 Call Responses



Usually Red color indicates non 2xx HTTP response.

Figure 1-3 Non 2xx Response

= ORACLE	Dashboard				flexcuse u Mar 26, 2020	UNIVERSAL BAN		H ajosh.kp@orad	Harish de.com
Teller Transaction	Customer Search	×q						, ⁴	×
GL Description		GL Curr 🚫 Errol	r		×	Cash Deposit Withdrawal			
Exchange Rate		RM-BC->	CT-01: Failed in getting the exchange ra	te	ок	Cheque Withdrawal			1
Negotiated Reference Num	ber	GL Amc 100				Account Received	Submit	Canc	
R 1 Elements Sou	rces Console Net	vork Security Pe	erformance Memory Application	Lighthouse			59 🗛 33		×
	serve log 🗌 Disable ca		± ±	Lighthouse			39 <mark>44</mark> 33		\$
Name	Status	Туре	Initiator	Size	Time			Waterfall	
1408	400	xhr	jquery-3.5.1.min.js:2	885 B			299 ms	-	
1408	200		Other	0 B			17 ms	1	



	rd	FLEXCUBE UNIVERSAL BAN A	Harisi sajosh.kp@oracle.com
Teller Transaction	rch XQ		,* >
GL Description	GL Curr S Error	X Cash Deposit	Cash Withdrawai
	RM-BC-XT-01: Failed in getting the exchange rate	1 553	Submit Cancel
🕞 🗐 🛛 Elements Sources Conse	ole Network Security Performance Memory Application Lighthouse		© 59 🔺 33 🏟 🚦 >
🔴 🔕 🗑 🔍 🗹 Preserve log 🗌	Disable cache Online 🔻 🛓 🛓		¢
Name	× Headers Preview Response Initiator Timing		
1408	▼ General		
	AntITOAnt2/080/0807/180/1408 Request Method: GET Status Code: © 400 Bad Request Remote Address: 10.40.160.139:7102 Referrer Policy: strict-origin-when-cross-origin		
	▼Response Headers view source Access-Control-Allow-Credentials: true Access-Control-Allow-Headers		
	Access-Control-Allow-Headers		
2 requests 885 B transferred 192 B reso	Access-Control-Allow-Methods: GET, POST, PUT, DELETE, OPTIONS, HEAD, PATCH Access-Control-Allow-Origin: https://whf00pfc:7002		
	Casha Cantrali na stana		

Figure 1-4 Non 2xx Response Details

4. Export the trace using the **Export** in browsers.

Example: The user can see the export option as shown below in Chrome.

Figure 1-5 Export Option

	lements Cons	ole Sources	Network	Performance	Memory Appli	cation Secu	rity Lightho	use
0 7	Q Pres	serve log 🗌 Dis	able cache Or	nline 🔻 🛔	<u>+</u>			
5 ms	10 ms	15 ms	20 ms	25 ms	Export HAR	35 ms	40 ms	

1.3 Troubleshooting Environmental Issues

This topic describes on the troubleshooting environmental issues.

This topic contains the following subtopics:

- Possible Issues While Deploying Services
 This topic describes the possible issues that may occur while deploying services
- Possible Issues in Login and Screen Launch This topic describes the possible issues that may occur while logging in and launching the screens.

1.3.1 Possible Issues While Deploying Services

This topic describes the possible issues that may occur while deploying services

For the Environment Variables for Oracle Banking Cash Management list, refer Environment Variables for OBCM Managed Servers section, in the Environment Variable Setup Guide.



1.3.2 Possible Issues in Login and Screen Launch

This topic describes the possible issues that may occur while logging in and launching the screens.

Login Page is not launching

Perform the following checks if the login page is not working

- Check if the app-shell war file is deployed.
- Make sure that the war file is up and running in the deployed managed server and try to login.
- Check if you are logged in with the appshell URL according to the war file deployed.

For example, http://10.40.162.114:8731/app-shell/. In this URL, the name app-shell is dynamic which depends on the name of war file deployed.

Figure 1-6 Login Page

	1.11 12
ORACLE	
User Name *	
Password *	
Sign In	

Unable to login after launching the application



Perform the following check if you are not able to login after the application is launched

• Make sure that the plato-api-gateway service, plato-ui-config service, sms-core-service, and common core services are up and running.

Figure 1-7 Status of Services

PLATO-API-GATEWAY	n/a (1) (1)	UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:plato-api-gateway:5012
PLATO-DISCOVERY-SERVICE	n/a (1) (1)	$\textbf{UP(1)} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$
PLATO-UI-CONFIG-SERVICES	n/a (1) (1)	$\textbf{UP(1)} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$
SMS-CORE-SERVICES	n/a (1) (1)	UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:sms-core-services:5012

Unable to login after restarting the services

Perform the following check if you are not able to log in after restarting the services

 Make sure that the LDAP server is up and running, and check if the entered credentials are correct.

Screens are not launching after logging in

Perform the following check if you are not able to launch the screens after logging in

- Make sure that the respective services are up and running.
- Verify the VPN connection while trying to troubleshoot the issues related to page launching, and so on.



2 Troubleshooting Kafka

This topic describes about the troubleshooting Kafka.

This topic contains the following subtopics:

- Consumer Services
 This topic describes about the Consumer Services provided in Oracle Banking Cash
 Management.
- Producer Services
 This topic describes about the Producer Services on Oracle® Banking Cash Management Cloud Service.
- Debugging Consumer/Producer health and troubleshooting This topic describes about the Debugging Consumer/Producer health and troubleshooting.
- Configurations
 This topic describes about the various configurations for the kafka and integration services.

2.1 Consumer Services

This topic describes about the Consumer Services provided in Oracle Banking Cash Management.

- obscfcm-report-services
- obcm-report-services
- obcm-cashflow-projection-services

2.2 Producer Services

This topic describes about the Producer Services on Oracle® Banking Cash Management Cloud Service.

- obscfcm-manual-recon-services
- obcm-collections-transaction-services
- obcm-cashflow-forecasting-services
- obcm-multilateral-netting-services
- obscfcm-instruments-receivables-services
- obscfcm-core-services

2.3 Debugging Consumer/Producer health and troubleshooting

This topic describes about the Debugging Consumer/Producer health and troubleshooting.

Logs to analyze



Logs of the Kafka, Zookeeper, Producer & Consumer needs to be checked. For more details, refer the Logs Configuration section.

Tables to analyze

All the communication between producer & consumer happens via event hub and there are two tables in each schema for Producer & Consumer which keeps track of all the communication happen between them. The tables are:

- PLATO_EVENTHUB_IN_LOG
- PLATO_EVENTHUB_OUT_LOG

2.4 Configurations

This topic describes about the various configurations for the kafka and integration services.

Setup Kafka

- Download Kafka from https://www.apache.org/dyn/closer.cgi?path=kafka/3.8.0/ kafka_2.13-3.8.0.tgz.
- Install Zookeeper first and then Kafka.
- zookeeper-3.8.0/apache-zookeeper-3.8.0-bin.tar.gz. As zookeeper is embedded in Kafka.
- Follow the steps mentioned here https://kafka.apache.org/quickstart.

Check if kafka is running

Run cmd \$ netstat -tlnp | grep :9092

(9092 is default port of kafka)

Possible issue while starting kafka

Kafka is not starting may be because zookeeper is not yet started run cmd

```
$ netstat -tlnp | grep :2181
(2181 is default port of zookeeper)
If any service is not running on this port means zookeeper is down
```

- Check if any permission issue is there for kafka log folder.
- Create console producer and consumer for troubleshooting.

Refer the following link for the same. http://cloudurable.com/blog/kafka-tutorial-kafka-fromcommand-line/index.html

Useful Links

https://docs.cloudera.com/documentation/kafka/latest/topics/kafka_faq.html



3 Health Checks

This topic describes the information for the health checks.

Eureka Dashboard

The health of services needs to be monitored using weblogic JVM managed server console and Eureka dashboard.

Figure 3-1 Eureka Dashboard

Instances currently registered with Eureka

Application	AMIs	Availability Zones	Status
CMC-ACCOUNT-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-account-services:7301
CMC-ADDITIONAL-ATTRIBUTES-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-additional-attributes-services:7301
CMC-ADVICE-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-advice-services:7301
CMC-BASE-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-base-services:7301
CMC-BATCH-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-batch-services:7301
CMC-BRANCH-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-branch-services:7301
CMC-BUSINESSOVERRIDES-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-businessoverrides-services:7301
CMC-CHARGES-CALCULATION-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-charges-calculation-services:7301
CMC-COREBANKING-ADAPTER-SERVICE	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-corebanking-adapter-service:7302
CMC-CURRENCY-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-currency-services:7302
CMC-CUSTOMER-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-customer-services:7302
CMC-DATASEGMENT-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-datasegment-services:7302
CMC-EXTERNAL-CHART-ACCOUNT-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-external-chart-account-services:7302

Application Services

Catalog of services required for Oracle Banking Cash Management.

Group	Service Name
ОВМА	plato-ui-config-services-{version}
OBMA	plato-feed-services-{version}
ОВМА	plato-report-services-{version}
ОВМА	plato-batch-server-{version}
OBMA	plato-config-service-{version}
OBMA	platoref-{version}
OBMA	plato-api-gateway-{version}
OBMA	plato-orch-service-{version}
OBMA	plato-edp-services-{version}
OBMA	plato-dynamic-data-services-{version}



Group	Service Name
OBMA	plato-alerts-management-services-{version}
OBMA	plato-swagger-api-{version}
OBMA	plato-regional-configurator-services-{version}
OBMA	plato-fast-data-transfer-service-{version}
OBMA	plato-dataload-framework-{version}
OBMA	plato-password-policy-service-{version}
OBMA	plato-apigateway-router-{version}
OBMA	plato-rule-service-{version}
OBMA	plato-discovery-service-{version}
OBMA	plato-security-toolkit-{version}
СМС	cmc-account-services-{version}
СМС	cmc-additional-attributes-services-{version}
СМС	cmc-advice-services-{version}
СМС	cmc-base-services-{version}
СМС	cmc-batch-services-{version}
СМС	cmc-branch-services-{version}
СМС	cmc-businessoverrides-services-{version}
СМС	cmc-charges-calculation-services-{version}
СМС	cmc-corebanking-adapter-service-{version}
СМС	cmc-currency-services-{version}
СМС	cmc-customer-services-{version}
СМС	cmc-datasegment-services-{version}
СМС	cmc-external-chart-account-{version}
СМС	cmc-external-system-services-{version}
СМС	cmc-external-virtual-account-services-{version}
СМС	cmc-facilities-service-{version}
СМС	cmc-fc-ai-ml-services-{version}
СМС	cmc-ml-indb-services-{version}
СМС	cmc-nlp-dashboard-widget-services-{version}
СМС	cmc-nlp-maintenance-services-{version}
СМС	cmc-nlp-pipeline-services-{version}
СМС	cmc-nlp-text-extraction-services-{version}
СМС	cmc-obcbs-services-{version}
СМС	cmc-obrh-service-{version}
СМС	cmc-report-service-{version}
СМС	cmc-resource-segment-orchestrator-service-{version}
СМС	cmc-screenclass-services-{version}
СМС	cmc-settlements-services-{version}
СМС	cmc-transactioncontroller-services-{version}
СМС	cmc-txn-code-services-{version}
СМС	cmc-ml-genai-admin-services-{version}
МОС	cmc-applicationcategory-services-{version}
МОС	cmc-checklistmanagement-services-{version}

Table 3-1 (Cont.) Services List



Group	Service Name
МОС	cmc-checklist-services-{version}
MOC	cmc-comments-services-{version}
MOC	cmc-documentmanagement-services-{version}
MOC	cmc-document-services-{version}
MOC	cmc-mailnotification-services-{version}
MOC	cmc-priority-service-{version}
MOC	cmc-processcode-service-{version}
MOC	cmc-queue-service-{version}
MOC	cmc-sequencegenerator-services-{version}
MOC	cmc-sla-services-{version}
OBCM	obscfcm-account-maintenance-services-{version}
OBCM	obscfcm-auto-recon-batch-{version}
OBCM	obscfcm-batch-jobs-{version}
OBCM	obscfcm-charges-services-{version}
OBCM	obscfcm-chatbot-services-{version}
OBCM	obscfcm-core-services-{version}
OBCM	obscfcm-filter-services-{version}
OBCM	obscfcm-instruments-receivables-services-{version}
OBCM	obscfcm-manual-recon-services-{version}
OBCM	obscfcm-master-maintenance-services-{version}
OBCM	obscfcm-report-services-{version}
OBCM	obscfcm-workflow-management-services-{version}
OBCM	obcm-cashflow-forecasting-services-{version}
OBCM	obcm-cashflow-projection-services-{version}
OBCM	obcm-collections-maintenance-services-{version}
OBCM	obcm-collections-transaction-services-{version}
OBCM	obcm-multilateral-netting-services-{version}
OBCM	obcm-report-services-{version}
OBCM	obscfcm-eod-batch-{version}
OBCM	obscfcm-genai-integration-services-{version}
SFS	sfs-alerts-services-{version}
UI	app-shell-{version}
UI	cmc-component-server-{version}
UI	moc-component-server-{version}
UI	obpy-component-server-{version}
UI	obreports-component-server-{version}
UI	obscfcm-component-server-{version}
UI	obcm-component-server-{version}
UI	sms-component-server-{version}

Table 3-1	(Cont.)	Services	List
	• •		



Note:

Refer to OSDC zip for the exact version number for each service.



4 Troubleshooting Functional Workflows

This topic describes about the troubleshooting functional workflows.

Oracle Banking Cash Management – Subdomains List

The subdomains of Oracle Banking Cash Management are shown as follows.

Figure 4-1 Oracle Banking Cash Management – Subdomains

h- hts- s - b - c - c - c - c - c - c - c
report-
Tun, Codes Sources Primary Config. Sync V Dates Local Holidays Hosts
P
y e el t.

Composition of Oracle Banking Cash Management

This topic contains the following subtopics:

Log Analysis

This topic describes the possible issues to use logs to analyze issues in a transaction using logs.

4.1 Log Analysis

This topic describes the possible issues to use logs to analyze issues in a transaction using logs.

Error Message not shown

If there are any improper calls, check the ERTB_MSGS table of the respective schema to understand the cause of the error.

- 1. Press F12 to open the Networks.
- 2. Check the error code in the response.

Query: SELECT * FROM ERTB_MSGS WHERE ERR_CODE='GCS_AUTH-03'

Figure 4-2 Error Code

🔵 🛇 🍸 🔍 🗹 Preserve log 🗌 Disal	ble cache No throttling 🔻 🟦 🛓
Filter Dide data URL	s 💹 XHR JS CSS Img Media Font Doc WS Manifest Other 🗌 Has blocked cookies 🗌 Blocked Requests
Use large request rows	Group by frame
Show overview	Capture screenshots
Vame	× Headers Preview Response Initiator Timing
approve approve error.png	<pre>* ()</pre>

Setting Log file path

Log generation path needs to be defined in **PLATO_LOGGER_PARAM_CONFIG** table of PLATO schema.

Query: Select * from PLATO_LOGGER_PARAM_CONFIG;

Figure 4-3 PLATO_LOGGER_PARAM_CONFIG

-				
ler	y Resi	ult ×		
	ଲ		vs Fetched: 3 in 0.05 seco	nds
	A ID	A MODIFY FIELD	PARAM_NAME	<pre> PARAM_VAL </pre>
	V 10	Y		
1		N –	LOG_PATH	/scratch/oblm/request-logs
12	1		LOG_PATH LOG_LEVEL	/scratch/oblm/request-logs INF0

Dynamic Log Generation Issues

For generating dynamic service logs, insert the data to **PLATO_DEBUG_USERS** table. **Query:** Select * from PLATO_DEBUG_USERS; Figure 4-4 Service Logs

/orkshee	et (Query Builder			
□ Sel	ect *	from PLATO_DEB	UG_USERS		
Query	/ Result	x			
📌 📇 🙀 🙀 SQL All Rows Fetched: 42 in 0.34 seconds					
	2 ID	DEBUG_ENABLED	SERVICE_CODE	USER_ID	
1	1	Y	obscfcm-manual-recon-services	SWETA	
2	83	Y	obscfcm-recon-maintenance-services	SUNIL	
3	61	Y	obscfcm-filter-services	SUNIL	
4	100	Y	obscfcm-charges-services	DEV	
5	87	Y	obscfcm-auto-recon-batch	SUNIL	
6	88	Y	obscfcm-core-services	SUNIL	
7	89	Y	obscfcm-account-maintenance-services	SUNIL	
8	90	Y	obscfcm-charges-services	SUNIL	
9	99	Y	cmc-charges-calculation-services	DEV	
10	104	Y	obcm-cashflow-forecasting-services	MAYANK	
11	106	Y	obcm-cashflow-projection-services	MRINMAY	
12	81	Y	obscfcm-report-services	SWETA	
13	82	Y	obscfcm-workflow-management-services	SUNIL	
14	84	Y	obscfcm-master-maintenance-services	SUNIL	
15	85	Y	obscfcm-manual-recon-services	PRASHANT	
16	86	Y	obscfcm-instruments-receivables-services	PRASHANT	
17	110	Y	cmc-resource-segment-orchestrator-service	SUNIL	

Logs are not generated

If you are not getting logs, put the loggers across API, hit through postman, and test again.

Figure 4-5 Postman

🕂 New Import Runner 📭 🔻	🚼 My Worksp	ace 🔹 🛃 Invite	💋 📽 🖧 🌢 🎔 Sign
Q Filter	Post h. Get h. Get h. Get h.	h.e Get h Post h.e Post h.e + •	••• No Environment 🔹 💿
History Collections APIs	GET • http://whf00peb:8002/obremo-srv-a	cc-credit-card-details-service/web/v1/datasegment/cred	litcarddetails Send - Save -
	Headers 💿 6 hidden		
POST http://localhost:7001/obremo-srv GET http://localhost:7001/obremo-srv	KEY	VALUE	DESCRIPTION ••• Bulk Edit Presets •
GET http://localhost:7001/obremo-srv	userid userid	DANNY2	
GET http://localhost:7001/obremo-srv	appId appId	OBAC	
ost http://localhost:7001/obremo-srv	authToken	У	
GET http://whf00peb:8002/obremo-sr	Content-Type	application/json	
AccountAddressUpdate	accept	application/json	
8 requests	branchCode	000	
	Key	Value	Description
Charge_maintenancee 12 requests	Body Cookies Headers (7) Test Results	Status: 200 C	OK Time: 202 ms Size: 6.13 KB Save Response
http://whf00pgk.in.oracle.com:70	Pretty Raw Preview Visualize JSON	- - -	E C
ost http://whf00mip.in.oracle.com:70	1		
set http://localhost:7001/obremo-srv	2 "data": [3 {		
GET http://localhost:7001/obremo-srv	4 "custNo": "000284",		
GET http://whf00mip.ip.oraclo.com-70	5 "branchCode": "000", 6 "requestReferenceNo": "KP3ZCRS	2000/0001	

404 Error

The possible causes for 404 error are as follows:

- Check service is not running on Eureka
- Check service is not deployed in Weblogic

500 Internal Error

The possible causes for 500 internal error are as follows:

- Issue with Plato entries
- Issue with Eureka
- Issue with any peace of code

The server-side debugging is needed for the above-mentioned issues, if it is not captured in logs.

5 Troubleshooting OutOfMemory issues

This topic describes about Troubleshooting OutOfMemory issues

This topic contains the following subtopics:

- Extract Heapdump This topic describes about the troubleshooting information to extract Heapdump.
- JFR Tool in Java This topic describes about JFR Tool in Java.
- Quick Recovery
 This topic provides systematic instruction to troubleshoot the application for quick recovery.

5.1 Extract Heapdump

This topic describes about the troubleshooting information to extract Heapdump.

If there is an error like GC Overhead limit exceeded or OutOfMemoryException is thrown while starting the services, the following details need to be shared.

Heap Dump

A heap dump is a snapshot of objects that are in memory in the JVM at a certain timestamp in a transaction. Heap dumps help to troubleshoot memory-leak problems and optimize memory usage in microservices. Heap dumps are usually stored in binary format hprof files.

The HeapDumpOnOutOfMemoryError command-line option that generates a heap dump when a java.lang.OutOfMemoryError is thrown can be used to generate heap dumps:

java -XX:+HeapDumpOnOutOfMemoryError -XX:HeapDumpPath=<file-or-dir-path>

Remote Heap Monitor Setup

Alternatively, one can setup remote heap monitor to observe the memory leaks in the product. Perform the following steps:

- 1. To enable jmx, set the following environment variable to start jmx:
 - -Dcom.sun.management.jmxremote
 - Dcom.sun.management.jmxremote.port=8888
 - Dcom.sun.management.jmxremote.authenticate=false
 - Dcom.sun.management.jmxremote.ssl=false

Note:

If the above variable are set, a jmx service will start on specified port.

- 2. Setup JVisualVM as follows, to collect heap dumps:
 - Start JVisualVM.

- Under "Remote" option, add a host.
- Under the new host, add new jmx connection.

Note:

With this setup, the JAVA process can be monitored remotely.

5.2 JFR Tool in Java

This topic describes about JFR Tool in Java.

Java Flight Recorder (JFR) is a tool for collecting diagnostic and profiling data about a running Java application. It is integrated into the Java Virtual Machine (JVM) and causes almost no performance overhead, so it can be used even in heavily loaded production environments.

The below documentation provides steps to use JFRs to collect performance details and profiling data of services and can be used to report performance issues for OBMA services.

5.3 Quick Recovery

This topic provides systematic instruction to troubleshoot the application for quick recovery.

As a quick fix, try to restart the managed server or try to increase the memory allocated to the managed server.

Perform the following steps to increase the memory:

1. Click Servers.



		:
2	Environment	~
19	Domain	
	E Servers	~
0	AdminServer	>
	obcm_day0	>
	obcm_ms	~
	Channels	
	Ueb Services Logical Stores	
	Server Failure Trigger	
	JTA Migratable Target	
	Health Score	
	E Clusters	
	Server Templates	
	III Machines	>
	Migratable Targets	
	🔝 Virtual Hosts	
	Log Filters	
	Singleton Services	

Figure 5-1 Domain Structure

- 2. Select the managed server from which you are getting OutOfMemoryException or GC Overhead Limit exceeded.
- 3. Click Node Manager tab.

Figure 5-2 Server Start

10101010	General	Protocols	Cluster	Security	Migration	Web Services	Health	Logging	Debug	Services	Advanced	Reference	
1000000	Deployme	ent Diagne	ostic Archive	Tuning	Overload	Concurrency	Coherence	Node N	lanager	Start / Stop			

4. Specify the memory (which needs to be increased) according to requirement in 512, 1024, 2048, etc., and restart the managed server to fix the issue.

Figure 5-3 Memory Requirements

⑦ Arguments	-Xms2048m -Xmx5120m - XX:MaxMetaspaceSize=51 20m - Dweblogic.security.SSL.mi
③ Security Policy File	□
⑦ Username	



6 Troubleshooting Deployment Errors/ Exceptions

This topic describes the troubleshooting information for Errors/Exceptions that can occur due to flyway while deployment.

Errors / Exceptions on Flyway Deployment

The error description is given below:

org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with name 'application': Unsatisfied dependency expressed through field 'flywayApplicationConfig'; nested exception is org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'executeDomain' defined in class path resource [oracle/fsgbu/plato/flyway/FlywayConfig.class]: Bean instantiation via factory method failed; nested exception...SQL State : 42000

In the error, the bean-name can be any of the following:

- executeDomain
- executePlato
- executePlatoSec
- executePlatoUl
- executeSms
- executeCmc
- executeMidofcmc
- executePlatofeed
- executePlatobatch
- executePlatoorch

Solution for Errors/Exceptions

- At first for each case,, the service through Plato-configuration-service should be checked to see if it is suggesting the correct scheme via the **plato-config-service**.
- After checking that it is to be ensured for that particular APPLICATION, the following entries are present in the PROPERTIES table in the plato Schema.

Table 6-1 Properties Table

BEAN	PROPERTY_SET NEED TO BE PRESENT			
executeDomain	flyway.domain.db.*			
executePlato	flyway.plato.db.*			
executePlatoSec	flyway.platosec.db.*			



BEAN	PROPERTY_SET NEED TO BE PRESENT
executePlatoUI	flyway.platoui.db.*
executeSms	flyway.sms.db.*
executeCmc	flyway.cmc.db.*
executeMidofcmc	flyway.domain.db.*
executePlatofeed	flyway.platofeed.db.*
executePlatobatch	flyway.platobatch.db.*
executePlatoorch	flyway.platoorch.db.*

Table 6-1 (Cont.) Properties Table

Depending on whether for the flyway db connection, JNDI name is being used or the JDBC URL and other details are used, each property set will look as follows:

CASE 1: USING JDBC

```
flyway.domain.db.username
flyway.domain.db.password
flyway.domain.db.jdbcUrl
flyway.domain.db.driver-class-name
flyway.domain.schemas
flyway.domain.locations
flyway.domain.placeholderReplacement
flyway.domain.ignoreMissingMigrations
flyway.domain.outOfOrder
```

CASE 2: USING JNDI

```
flyway.domain.db.jndi
flyway.domain.schemas
flyway.domain.locations
flyway.domain.placeholderReplacement
flyway.domain.ignoreMissingMigrations
flyway.domain.outOfOrder
flyway.jndi.datasource.enabled
```

In each case, make sure that all the relevant placeholders are available in the scripts in the respective locations.

Error Description:

No value provided for placeholder: \${eureka.host}. Check your configuration!

In the example above, an error occurred due to the absence of passing the following parameter in the properties table:

flyway.domain.placeHolders.eureka.host

Solution:

Similarly, any placeholder where the error occurred must pass to the environment through the properties table or the command line arguments (as -D parameters).



A Business Error Codes

This topic describes about error codes and messages.

For Error codes and messages, refer to Business Error Codes.



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